

Keller Army Community
Hospital
West Point, NY 10996-1197

Patient Handbook

2004-2005

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Commander's Letter

Welcome to Keller Army Community Hospital

On behalf of the staff of Keller Army Community Hospital I welcome you and introduce this comprehensive familiarization to our health care facility.

We offer you and your family this patient guide which is designed to introduce you to the hospital and acquaint you with the way in which we provide health care and medical services. We hope this guide will provide a quick answer to many of the questions or concerns you may have and that it will assist you during your stay in our facility.

We are focused on providing the most comprehensive health care possible to you and your family in an environment that demonstrates genuine concern for your welfare and individual needs. My charge to the staff during your stay is to provide you complete, personalized and continuous health care.

Your good health and well being are our number one priority. Our aim is to surpass your expectations while we satisfy your health care needs. The health care staff is available to answer any questions or concerns about your care. Please let us know if we can make your stay more pleasant by contacting any of the health care staff or the Patient Representative at 845-938-5874.

Peter G. Torok
Colonel, US Army
Commander

The proponent for changes and updates to this handbook is the
Patient Administration Division, 845-938-3607.

Mission

Keller Army Community Hospital will provide quality healthcare, medical training, and support to the entire West Point community in order to enhance all levels of medical readiness.

Vision

To Be:

A leader in patient focused, quality healthcare delivery and military readiness.

Dynamic, effective and integral to the wellness, health protection, and emergency preparedness of the entire West Point community.

Invaluable to the Army and USMA through contributions of world-class sports medicine programs and force health protection training of future leaders.

Values

- Loyalty
- Duty
- Respect
- Selfless-service
- Honor
- Integrity
- Personal courage

General Information

General TRICARE Information

There are three TRICARE options: TRICARE Prime, a health maintenance organization (HMO); TRICARE Extra, a preferred provider network option; and TRICARE Standard, a fee for service plan similar to CHAMPUS.

Enrollment in TRICARE Prime brings special benefits: assignment to a Primary Care Manager, guarantees of access to care, priority for MTF appointments, and enhanced wellness and preventive care benefits. Active duty personnel must enroll in TRICARE Prime and change their enrollment with each PCS. TRICARE eligible beneficiaries may choose to enroll in TRICARE Prime and remain enrolled for a minimum of 12 months.

Retirees and their family members who enroll in TRICARE Prime have an annual enrollment fee that may be paid in quarterly installments by check, money order or with specific credit cards. Monthly installments can be paid by electronic fund transfer from a savings or checking account or by allotment from the sponsor's retiree account. They must keep their enrollment fees up to date or risk losing their TRICARE Prime status.

CHAMPUS beneficiaries who do not enroll in TRICARE Prime remain in TRICARE Standard and must use TRICARE-authorized providers when seeking civilian medical care. They exercise their TRICARE Extra option by using civilian TRICARE network providers and paying reduced cost shares. They do not enjoy guaranteed access to care at Keller Army Community Hospital and receive military health care on a space-available basis.

On September 1, 2004, DoD and Keller Army Community Hospital entered into partnership with Health Net Federal Services, Inc. to provide health care services to eligible military beneficiaries in the TRICARE North Region. Health Net is responsible for administering TRICARE Prime enrollment, the civilian network and benefit programs.

For more TRICARE information contact Health Net Federal Services at 1-800-874-2273 and follow the voice menu to enrollment. You can also visit Health Net's TRICARE Service Center at 273 Main Street in Highland Falls or the Health Benefits Advisors who are located in the Patient Service Center on the first floor of Keller Army Community Hospital. Information is also available on the Internet at www.usma.edu/MEDDAC or www.healthnetfederalservices.com.

The TRICARE Plus Program was implemented at Keller Army Community Hospital in October 2001. This program allows any military beneficiary (including Medicare-eligible) who are not already enrolled in an HMO to enroll to a PCM at this MTF. TRICARE Plus enrollees enjoy guaranteed access to Primary Care services only. Specialty care is offered on a space available basis. TRICARE Plus is administered by the MTF and additional information is available only through the Health Benefits Advisors located in the Patient Service Center on the first floor of Keller Army Community Hospital.

EMERGENCY CARE: Report to the nearest emergency room or call 911 or the Keller Emergency Room at 845-938-4004/4005. No appointment or authorization is required for emergency care.

Appointments

Keller Appointment Center: 845-938-7992 or (800)552-2907

Appointments for medical care received at Keller Army Community Hospital or at a specialty clinic in Building 606 are made by calling the Keller Appointment Center. Except for federal holidays, the appointment center is open from 6 am to 7 pm, Monday through Friday. In the event of base closure due to inclement weather or other reasons, please call the appointment center to receive special instructions.

Active Duty Sick Call Hours: Monday-Friday, 0730 to 0815 hours. No appointment required.

Primary Care Appointments:

Primary Care appointments are available to beneficiaries enrolled in TRICARE Prime or TRICARE Plus within the following access standards:

Same Day Appointments are used for treatment of acute illness will be made within 24 hours.

Routine primary care appointments are available within 7 (seven) working days. Examples of routine care include treatment for non-acute illness such as a sore back, follow-up appointments, etc.

Preventive health care such as wellness appointments, pap smears, other screenings, are available within 28 days.

Specialty Care Appointments

The provider generates a referral for specialty care, which is reviewed by the appropriate specialists at Keller to determine if the required care is available at Keller. Refer to the clinical services listed in this handbook to determine if care is available at Keller. If the required specialty care is available at Keller, the beneficiary waits two business days before calling the Keller Appointment Center to book the appointment. If the required specialty care is not available at Keller, the beneficiary waits 5-7 days for a consult authorization from Health Net Federal Services. This letter will contain the name and phone number of a network provider as well as the number of visits authorized and the time period in which they must occur. Read the letter carefully for instructions on booking an appointment with the specialist authorized in the letter or how to requesting authorization to consult with another provider.

NOTES: An authorization letter will not be mailed to beneficiaries who have other primary insurance such as Medicare or coverage through an employer.

A large number of diagnostic tests do not require authorization and a letter will not be sent regarding those tests. More information is available from Health Net Federal Services or Keller's Health Benefits Advisors.

Nurse Advice Line: 845-938-7992 or (800)552-2907

Problem Solving

Several avenues are available for Keller Army Community patients who are having problems with TRICARE or want to voice a compliment, suggestion, or comment regarding any aspect of the professional services at Keller Army Community Hospital.

Patients may call or visit the Patient Representative, first floor, 845-938-5874. Health Benefits Advisors/Debt Collection Assistance Officers are also located on the first floor of the hospital in the Patient Service Center, 845-938-4838.

Patient Representative: The Patient Representative investigates and resolves patient complaints received in person, by letter, or telephone. He/she responds to patient requests for assistance on hospital policy, procedures and regulations. He/she assists hospital staff with resolution of complaints, advises management on administrative issues and delivery of services to patients, and coordinates with hospital departments to publicize hospital events and issues.

Health Benefits Advisors: provide detailed information to eligible beneficiaries (active duty, dependents of active duty personnel, retired personnel, dependents of retired personnel, dependents of deceased retired and active duty personnel) regarding medical benefits under TRICARE Prime, Standard, Extra, Plus and TRICARE for Life, as well as TRICARE Dental benefits and the TRICARE Mail Order Pharmacy. They are a source of

TRICARE claims forms, pamphlets, and website addresses. They advise beneficiaries on the referral process and how to arrange care in the civilian medical community.

The Health Benefits Advisors serve as liaisons for specialty care referral problems.

As Debt Collection Assistance Officers, the Health Benefits Advisors assist beneficiaries in resolving medical claims that have resulted in referral to collection companies or adverse credit ratings. Health Benefits Advisors are also referred to as Beneficiary Counselor and Assistance Coordinators (BCAC). Local BCACs can be located by visiting www.tricare.osd.mil.

American Red Cross Volunteers

American Red Cross Volunteers work throughout KACH. The Chief, Personnel serves as the American Red Cross liaison for KACH. Personnel interested in becoming American Red Cross Volunteers may register at the Red Cross Office at Building 622.

Red Cross Volunteer Chairperson	938-4365
Information Desk Chairperson	938-5169
Hospital Chairperson	938-5845

Dining Facility

Patients and their guests, staff members, and select personnel are eligible to use the KACH Dining Facility located on the 2nd floor. The Dining Facility hours of operation are:

<u>Weekday</u>		
Breakfast	0630 - 1000	(0900-1000 hrs is continental breakfast only)
Lunch	1100 - 1400	(1300-1400 hrs is grab and go, sandwich bar)
Weekends & Federal Holidays	Closed	

Information Desk

The Information Desk is located in the main lobby and staffed during the normal duty day with American Red Cross Volunteers. After hours until 2100 and on weekends, the Information Desk is staffed by the Administrative Officer of the Day (AOD) and their enlisted assistant. The number to the information desk is-938-5169.

Lost and Found

Patients with lost articles should first report to the Security Office, Room 1E26, 845-938-4624. Alternatively, lost items of high dollar value may have been returned to the Business Office and secured in the safe, 845- 938 - 3306.

Visitor's Policy

Visiting hours for spouse/significant other – 1000-2100, Family Members and Visitors - 1200-2100. No children under the age of 12 will be allowed to visit the OB ward other than the newborn's siblings. Special needs should be addressed with the nurse-in-charge of the ward. MSU is open for visitors from 0900 – 2100 hrs.

Advance Medical Directives (MEDDAC Policy Memorandum #110)

MCUD-PAD

25 July 2004

MEDDAC POLICY MEMORANDUM #110

SUBJECT: Advance Medical Directives

1. The purpose of this memorandum is to establish policies and procedures regarding advance directives.

2. Definition: For purposes of this policy, "advance medical directive" means written instructions, such as a living will, durable power of attorney for healthcare, or health care proxy, relating to the provision of healthcare when the individual is terminally ill or incapacitated and unable to communicate his/her desires. Additional definitions pertaining to the various types of advance directives appear below.

3. Types of Advance Medical Directives

a. Under current New York Law, a hospital patient has two options concerning advance directives: the New York State Health Care Proxy Act or Living Will. For purposes of this policy, a health care proxy will be considered the same as a durable power of attorney for healthcare.

b. Effective January 1991, the Health Care Proxy Act enables a patient to appoint a proxy to make health care decisions should that patient become incapable of making his/her own decisions. Without prior consultation with an attorney, the Act enables a patient to complete a Proxy form designating an agent. A copy of the Health Care Proxy form, Living Will form and Information Sheet will be made available at time of admission to each patient to be included in his/her inpatient treatment record, if and when the proxy/living will is completed. Patients will be advised that they may seek legal advice but that it is not required by the Act.

c. A copy of the Health Care Proxy form, Living Will form and Information Sheet will be made available to all adult/emancipated minor patients seen in an Outpatient setting, to include the Emergency Room Department.

d. A living will is much broader than the health care proxy designation and contemplates specific medical situations to include orders not to resuscitate. A patient may establish both a health care proxy and a living will but the instruments must be consistent. For this reason, all patients will be advised that if they wish to have a living will, they should consult the Legal Assistance Office in Building 606.

4. General Policy

a. The MEDDAC will provide written information to each adult/emancipated minor patient admitted, whether directly or transferred in, concerning the individual's right to make decisions concerning medical care, including the right to accept or refuse medical or surgical treatment and the right to formulate an advance medical directive, and the written policies of the MEDDAC respecting the implementation of such rights.

b. The MEDDAC will inquire of each adult/emancipated minor patient at the time of preadmission/admission, whether or not he/she has executed an advance directive and will document the answer in the patient's inpatient treatment record.

c. The MEDDAC will have information and forms on advance directives available for each adult/emancipated minor patient treated in an Outpatient setting, to include the Emergency Room Department.

d. A copy of the advance medical directive will become part of the patient's inpatient treatment record, outpatient treatment record, health record or Ambulatory Patient Visit record as appropriate.

e. The MEDDAC will not condition the provision of care, or otherwise discriminate against a patient based on whether or not the individual has executed an advance directive.

f. A living will is not in effect during pregnancy and may be revoked by the patient or another person only by one of the following actions:

(1) The patient destroys, defaces, or obliterates the document.

(2) By a written revocation, signed and dated by the patient and presented or communicated to the attending physician.

(3) By an oral expression of the patient of his/her intent to revoke, or communicated by another person who was present when the oral revocation was made, and communicated to the attending physician. The physician should try to confirm the revocation with the patient but the revocation is still effective even if the patient is then unable to confirm.

(4) By the patient executing another declaration at a later date with different stipulations; or

(5) By the revocation of a duly appointed agent, only if the patient is incompetent.

g. Keller Army Community Hospital will honor advance medical directives in all patient care settings, IAW this memorandum and the Advance Medical Directives policy information sheet dated 21 March 2003.

h. The MEDDAC Ethics Committee is responsible to review and revise this policy as indicated and/or entertain any questions to this policy.

SUBJECT: Advance Medical Directive

5. Procedures:

a. At the time of admission or preadmission, all adult patients and emancipated minor patients, or their legal representative, will be asked by the admitting physician if they have an existing advance medical Directive. The physician will document the place, date, and time he/she was notified of the existence of the document. The physician will also present the patient with written information, located in the admission packet, on advance directives, the New York State Health Care Proxy Act, and the hospital policy regarding advance medical directives. The admitting physician will indicate on the checklist in the admission packet whether an advance directive exists, based on the response from the patient or representative. If an advance medical directive exists, the admitting nurse will ask the patient or representative to provide the original, to be copied and returned, or a copy of the advance directive. The admitting nurse will review the document for completeness, will incorporate it in the patient's chart, and will label the chart with an "Advance Directive" sticker.

b. The Office of the Surgeon General considers advance directives not to be legal, binding documents. However, the provisions of the advance directive will be respected and incorporated in the medical treatment plan with orders by the attending physician:

(1) In the case of a health care proxy, as soon as the patient becomes physically or mentally incapacitated of self-determination as it relates to the healthcare decision-making process.

(2) In the case of a living will, as soon as the person has been declared terminally ill.

c. The physician will document in the medical record the place, date, and time a health care proxy goes into effect as well as the clinical condition of the patient that becomes the cause of execution of the provisions specified in the health care proxy.

d. A revocation of a living will is documented by the physician in the medical record. The documentation must include the place, date, and time of the revocation and the name of the person who made the revocation.

e. A physician, nurse, or employee who does not wish to treat a patient with a living will has the duty to locate another physician, nurse, or employee who will do so.

f. For patient transfers to civilian facilities, a copy of the advance directive, if present in the record, will be made along with the inpatient chart.

g. The installation legal assistance office is available to assist any patient who wishes to execute an advance directive while a patient in the hospital.

6. Proponent for this policy is the Chief, Patient Administration Division.

PETER G. TOROK, M.D.
COL, MC
Commanding

Patient's Bill of Rights

As a patient in Keller Army Community Hospital you have the right, consistent with law, to:

1. Receive treatment without discrimination as to race, color, religion, gender, national origin, disability, or source of payment.
2. Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
3. Receive emergency care if you need it.
4. Be informed of the name and position of the doctor who will be in charge of your care in the hospital.
5. Know the names, positions and functions of any hospital staff involved in your care.
6. Receive complete information about your diagnosis, treatment and prognosis.
7. Receive all the information you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
8. Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask.
9. Refuse treatment, examination, or observation, if retired or a family member, and be told what effect this may have on your health.
10. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
11. Privacy while in the hospital and confidentiality of all information and records regarding your care.
12. Participate in all decisions about your treatment and discharge from the hospital.
13. Review your medical record without charge. Obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
14. Receive a bill and explanation of all charges.
15. Complain about the care and services you are receiving – without fear of reprisal – and to receive a response, in writing if requested. If you are not satisfied with the response, you can complain to the Patient Representative Office located in the hospital.
16. Understand and use these rights. If for any reason you do not understand or you need help, the hospital will attempt to provide assistance, including an interpreter.
17. Receive information about pain and pain relief measures, be involved in pain management plan, and receive a quick response to reports of pain.
18. Receive healthcare in an environment that is dedicated to avoiding patient harm and improving patient safety.

19. Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card, available from the hospital.
20. Understand and use these rights. If for any reason you do not understand or you need help, the hospital will attempt to provide assistance, including an interpreter.

Your Responsibilities as a Patient

Provision of information: You have the responsibility to provide, to the best of your knowledge, accurate and complete information about present complaints, past illness, hospitalizations, medications, and other matters relating to your health. You have the responsibility to report unexpected changes in your condition to the responsible practitioner. You are responsible for making it known whether you clearly comprehend the course of action and what is expected of you.

Compliance with Instruction: You are responsible for following the treatment plan recommended by the practitioner primarily responsible for your care. You are responsible for working with your doctor or nurse to develop a pain management plan, ask for pain relief when pain begins, and tell your provider when pain is not relieved. This may include following the instructions of nurses and allied health personnel as they carry out the coordinating plan of care and implement the responsible practitioner's orders, and as they enforce the applicable hospital rules and regulations. You are responsible for keeping appointments and, when you are unable to do so for any reason, for notifying the responsible practitioner or the hospital.

Refusal of Treatment: You are responsible for your actions if you refuse treatment or do not follow the practitioner's instructions.

Hospital Rules and Regulations: You are responsible for following hospital rules and regulations affecting patient care and conduct.

Respect and Consideration: You are responsible for being considerate of the rights of other patients and hospital personnel and for assisting in the control of noise, smoking and the number of visitors. You are responsible for being respectful of the property of other persons and the hospital.

Primary Care Department¹

The Mission of the Primary Care Department is to provide high quality, integrated and accessible primary health care services for the West Point community, and to improve the health status of our community.

Emergency Room (ER)

Location:	1st Floor, Keller Army Community Hospital (KACH)
Hours of Operation:	Open 24 Hrs
Telephone #:	938-4004/4005
Services Provided	The ER supports the MEDDAC through an outpatient mission, and is the emergent treatment area for KACH providing routine, urgent, and emergent care 24 hours a day, 7 days a week, 365 days a year. The emergency mission includes prompt triage, resuscitation, stabilization, diagnosis, and disposition of patients presenting for care. For ambulance assistance call 911 .
Access Clinic by:	Walk-In

¹ Unless otherwise noted, all clinic hours of operation reflect a 1200 - 1300 lunch period.

Primary Care: Family Medicine/Internal Medicine

Location:	1st Floor, KACH
Hours of Operation:	0800 – 1630; Mon - Fri 1700 - 2000; Tue, Thu only 1000 - 1200; Sat 0730 – 0815; Mon - Fri (Active Duty Sick Call Only-Emergency Room)
Telephone #:	845-938-4114 Internal Med: 938-2712
Services Provided	Primary Care Clinics are the point of entry for all DoD beneficiaries impaneled to a primary care provider. Treatment for acute minor illness, preventive and wellness care, routine care for chronic illness and referrals are provided. Frequent procedures include pelvic exams, pulmonary function testing, EKGs, and various minor surgeries. Registered Nurses provide information to patients via telephone as appropriate.
Access Clinic by:	845-938-7992

Immunizations

Location:	KACH	MCHC (Cadets Only) (BLDG 606)
Hours of Operation:	Mon-Wed, Fri 0800-1600 Thu 0800-1130 Closed pm CLOSED DAILY 1130-1300	0800 - 1500 Wednesday
Telephone #:	938-8476	
Services Provided	Provides routine, periodic immunizations for all age groups. Provides immunotherapy for children and adults, after appropriate evaluation, skin testing and prescription. Published guidelines used are from the American Academy of Pediatrics, American Academy of Family Physicians, and the American College of Physicians	
Access Clinic by:	Walk-In	

Army Substance Abuse Program (ASAP)

Location:	Floor 3M, Building 606
Hours of Operation:	0745 - 1630; Mon – Fri
Telephone #:	845-938-7691
Services Provided	The ASAP provides comprehensive assessments, diagnosis, and treatments for alcohol and drug abuse / dependence disorders. This outpatient clinic serves adults; including cadets, active and retired military members, their dependent family members and (in some cases) civilian employees. ASAP is the community's resource for those who want to enjoy life without the influence of alcohol or drugs.
Access Clinic by:	845-938-7691 or come by the office at BLDG 606, Floor 3M

Community Mental Health Service (CMHS)

Location:	Floor 3M, BLDG 606
Hours of Operation:	0745 - 1630; Mon – Fri
Telephone #:	845-938-3441
Services Provided	The CMHS provides psychiatric and clinical psychology as appropriate, to maintain the mental health of active duty military personnel, cadets, and other authorized beneficiaries. Services include individual and group; psychiatric medication management; psychiatric assessment; consultation to medical staff; psychological testing; crisis intervention.
Access Clinic by:	845-938-3441 during normal hours of operation. Patients may self-refer or be referred by another KACH provider.

Social Work Service (SWS)/Family Advocacy

Location:	Floor 3M, Building 606
Hours of Operation:	0745 - 1630; Mon – Fri
Telephone #:	845-938-3441
Services Provided	SWS provides short-term individual and marital therapy for active duty military personnel, family members and other authorized beneficiaries. The Family Advocacy treatment program provides spouse and child abuse assessment, intervention and clinical treatment services. Provides 24-hour crisis intervention services for suspected family violence and sexual assaults. SWS and FAP provides consultation to the medical staff and unit commanders. To make a report of suspected abuse contact the Military Police at 938-3333.
Access Clinic by:	845-938-3441 during normal hours of operation. Patients may self refer or be referred by KACH provider.

Educational and Developmental Intervention Services (EDIS)

Location:	4 th Floor, Room 405, KACH
Hours of Operation:	0830-1530; Mon-Fri (other hours by appointment)
Telephone #:	845-938-6868
Services Provided	Education and Developmental Intervention Services (EDIS) is committed to providing assessments and developmental services to children 0-3 years of age who, but for their age, are eligible to attend the DDESS school at West Point. EDIS will assist families residing off-post obtain needed services through their county Health Department or local school system depending on the age of the child. EDIS will also assist families of children age 3 and over make the proper referrals for school services at the West Point School. EDIS is family centered and provides a trans-disciplinary approach to facilitating optimal growth and development for young children with unique needs. All families are assured of the rights and protections afforded by the <i>Individuals with Disabilities Education Act</i> (IDEA) and DODEA issuances.
Access Clinic by:	Walk-in or by appointment. Families may self refer or be referred by a KACH provider. (not necessary to schedule through TRICARE)

Exceptional Family Member Program (EFMP)

Location:	1st Floor, Room 1F9, Family Medicine Clinic, KACH
Hours of Operation:	0645-1530 Mon-Fri or by appointment
Telephone #:	845-938-6881 Voice mail available
Services Provided	EFMP is a DoD mandated program that documents the medical and educational needs of military dependents. The goal is to ensure that a Family Member is not sent to an area where they cannot receive the care they require. EFMP offers limited community and medical support to those enrolled.
Access Clinic by:	Walk-in or by appointment. Families may self refer or be referred by a KACH provider. (not necessary to schedule through TRICARE)

Mologne Cadet Health Center (MCHC)

Location:	2 nd Floor – Building 606
Hours of Operation:	0600 - 1500; Mon, Tues, Wed and Fri (closed Saturdays) 0600 - 1030 on Thursday
Telephone #:	845-938-3003/3806/3855
Services Provided	Mologne Cadet Health Center provides treatment for acute minor illness, preventive and wellness care (including periodic physical examinations), routine care for chronic illness, and initiates referrals.
Access Clinic by:	Sick call Hours: Orthopedics 0600-0630 (on Mondays only) and Regular Medicine Mon - Fri 0600-0630. Appointments can be made via the Keller Appointment Center 845-938-7992 or (800) 552-2907 and via www.tricareonline.com .

Physical Exams

Location:	2nd Floor, BLDG 606
Hours of Operation:	0630 – 1500; Monday, Wednesday, Friday (regulation physicals)
Telephone #:	845-938-5776/5778
Services Provided	Routine and special physical exams for active duty personnel to include periodic, over-40, flight, special forces, retirement, and pre-commissioning.
Access Clinic by:	845-938-7992 or 1-800-552-2907

Dermatology

Location:	1 st Floor KACH	MCHC
Hours of Operation:	0800 - 1630; Mon - Fri	1245 - 1630; Mon,Tue, Thu
Telephone #:	845-938-5959	
Services Provided	Comprehensive dermatology care on a routine and emergency basis to assess, diagnose and treat the full spectrum of dermatologic disease.	

	Cancer screening and prevention is a major priority at each patient encounter.
Access Clinic by:	845-938-7992

Patient Service Center

Location:	1st Floor, KACH
Hours of Operation:	0730 – 1630; Mon-Fri
Telephone #:	845-938-4838; Health Benefits Advisors/ Debt Collection Officers 845-938-3306; Business Office 845-938-5874; Patient Representative 845-938-4724; Admissions/Dispositions
Services Provided	To provide information regarding services available at KACH, TRICARE information, assistance with referrals to civilian providers, and assistance in resolving problems with your health benefits.

Surgical Services Department

Audiology

Location:	Department of Surgery 1 st Floor
Hours of Operation:	0800-1600 Mon-Fri 0800 - 1000; Mon, Wed, Fri
Telephone #:	845-938-6625
Services Provided	Audiological services are provided for patients of all ages by referral from the primary care physician. Hearing Conservation Services are provided for Active Duty Personnel and Civilian Employees routinely exposed to noise hazard.
Access Clinic by:	845-552-2907 Referral required

Anesthesia

Location:	KACH
Hours of Operation:	0700 - 1530; Mon - Fri
Telephone #:	845-938-3511
Services Provided	Keller Anesthesia Service primary mission is providing assessment of, consultation for and preparation of patients for anesthesia in collaboration with their surgeon. Keller Anesthesia Service provides patients undergoing surgical, therapeutic, obstetric and diagnostic procedures insensitivity to pain and sedation through general, regional, local, and moderate sedation anesthesia. Keller Anesthesia Service provides acute post operative, pain control through regional or Patient Controlled Analgesia (PCA) and limited treatment of chronic pain syndromes in consultation with surgeon.
Access Clinic by:	845-938-7992 Referral Required

General Surgery

Location:	1st Floor KACH	
Hours of Operation:	0800 - 1630; Mon - Fri	
Telephone #:	845-938-4822/6625	
Services Provided	Pre-operative preparation, surgical management, and post-operative care of patients of all age groups with diseases of the alimentary tract, head and neck, breast, chest, abdomen, vascular system, endocrine system, and the total management of pediatric and cadet trauma when the care is not generally recognized as requiring the special expertise of a surgical sub-specialty.	
Access Clinic by:	845-938-7992	initial referral required

Obstetrics & Gynecology

Location:	2nd Floor, KACH	
Hours of Operation:	0800 - 1630; Mon - Fri	
Telephone #:	845-938-4741/2606	
Services Provided	The OB/GYN service supports the beneficiaries of the West Point community by providing a full range of obstetrical and gynecologic care. Available services include routine and complicated prenatal and postpartum obstetrical care as well as gynecologic services ranging from Well Woman exams to complicated and emergency gynecologic care.	
Access Clinic by:	Referral required for Obstetrics/GYN Services	

Ophthalmology

Location:	2 nd Floor, BLDG 606	
Hours of Operation:	0730 - 1600; Mon - Fri	
Telephone #:	845-938-3769/2207	
Services Provided	The Ophthalmology Clinic provides comprehensive evaluation and treatment of medical and surgical diseases of the eye. Medical eye care is routinely provided for any and all ocular disorders not requiring subspecialty care. Surgical procedures performed at Keller include cataract removal, strabismus surgery (for "lazy" eyes), glaucoma surgery, and eyelid/eyebrow surgery. Laser procedures performed in the clinic include YAG capsulotomy for after-cataract, trabeculoplasty and peripheral iridotomy for glaucoma, and argon laser treatment of retinal holes and tears.	
Access Clinic by:	845-938-7992	
Follow up or Problems:	845-938-3769/2207	

Optometry

Location:	Floor 3M, BLDG 606
Hours of Operation:	0700 - 1600; Mon - Fri
Telephone #:	845-938-2021/2206
Services Provided	The optometry service delivers primary vision and ocular health care for patients who present visual deficiencies and/or eye disease. Services include routine optometric examinations, physical examinations, diagnosis and treatment of minor ocular pathologies, contact lens fitting and prescription renewals, and ordering military glasses.
Access Clinic by:	845-938-7992/1-800-552-2907
Cadet Appointments	845-938-2021/2206

Orthopedics

Location:	KACH	MCHC	Athletic Training Rooms
Hours of Operation:	0800-1630; Mon-Fri	0600-0730; Mon-Fri	1730-1900; Mon-Thu
Telephone #:	845-938-4733/4734/6624 845-938-6617 (Brace Shop)		
Services Provided	The Orthopedic Surgery Service (including Podiatry) provides services for patients with musculoskeletal disorders of the extremities and spine. A wide range of problems are cared for from the simple (contusions, sprains, etc.) to the very complex (revision shoulder reconstructions, combined knee instabilities, etc). Non-operative and operative management of musculoskeletal problems are provided with special emphasis on potential surgical problems.		
Access Clinic by:	845-938-7992	Referral required	

Pharmacy

Location:	KACH	MCHC(Cadets Only) BLDG 606
Hours of Operation:	0800 - 1700; Mon, Wed, Fri 0800 - 2000; Tue 0800 - 1330; Thu 1330 - 1530; Thu (closed) 1530 - 2000; Thu 0800 - 1000; Sat (refill pickup) 1000 - 1200; Sat (full service)	0630 - 1130; Mon-Wed and Fri 1230 - 1500; Mon-Wed and Fri 0600 - 1130; Thursdays
Telephone #:	845-938-2271/3812	
Call-in Refill#	845-938-2527 (24hr/7days)	
Information:	<p>Call-In Refill Service: Save time, call in your refill on the automated 24-hour refill prescription system. Utilize the refill service 24 hours a day, 7 days a week to request a refill. This will save you time at the pharmacy pick-up window. After requesting the refill, simply come to the pharmacy window with the patient's identification card and pick up the refilled prescription. It's easy!</p> <p>Get all your refill information organized and written down BEFORE you call. Listen to all directions completely before pressing any buttons. Do not hang up until all questions are answered. Be careful not to wait too long before pressing telephone buttons when queried; this may delay the refill request process.</p> <p>Be proactive. You may call in a refill up to seven (7) days early. Your refill will be ready for pickup after 1:00pm the next business day or at the time and date the service advises.</p> <p>Drug Allergies – If you have a drug allergy you must tell the pharmacist to make sure it is properly documented in your medication profile. Some examples are: penicillin (rash), sulfa (rash), etc. Always check with the pharmacist.</p> <p>Adverse Drug Reactions- ADRs are the leading cause of injuries and death in the U.S. Most ADRs are caused by an undesired response to a drug such as dizziness, insomnia, nausea, constipation, muscle aches, or sexual dysfunction. Many ADRs such as these can cause patients not to take their medications correctly, which can lead to serious consequences. If you experience an adverse drug reaction to a prescribed medication, please notify anyone in Pharmacy or your physician. A pharmacist will follow up.</p> <p>Medication Error Prevention- At KACH, we try our best to prevent medication errors from occurring. When dispensing a new prescription or refill, it is essential that our pharmacist explore your understanding on the proper use of your medication. Patient counseling is an approach to preventing errors. A Pharmacist may ask you a series of questions such as what did your doctor tell you about the medication, how did your provider tell you to take this medication, or what did your provider tell you to expect, or how long were you instructed to take this medication? Each question explores your understanding of a specific area of knowledge about your prescribed medications.</p> <p>Medication Error Prevention Tips-</p> <ol style="list-style-type: none"> 1. Get involved with your care. 2. Make sure that all of your providers know about everything you are taking. This includes all prescriptions, over-the-counter medicines, and 	

- dietary supplements such as vitamins and herbs.
3. Make sure your provider and pharmacist know about any allergies and ADRs you have had to medicines.
 4. When your provider writes you a prescription, make sure you can read it.
 5. Ask for information about your medications.
 6. When you pick up your medicine from the Pharmacy, ask; Is this medicine that my provider prescribed?
 7. If you have any questions about the directions on your medication labels, ask.
 8. Ask your pharmacist for the best device to measure your liquid medicine and how to use it.
 9. Ask for written information about the side effects your medicine could cause.
 10. If your medication looks different (color, shape, size) than what you received before, let your pharmacist know.

Q-Matic Number System – The Pharmacy has a number system where you take a number and wait in the waiting area until the number is displayed. There are no numbers near the windows. This was changed to keep the hallways clear of people waiting to see their number at the window, but most importantly, to foster patient confidentiality at all times. Please do not stand in the hallway. Observe the signs, stand behind the marked red line or take a seat. We will flash your number when your turn is up. We thank you for your patronage and consideration of others. Please make sure we have the right information on the back of your civilian, hard copied prescriptions(s). There is a pharmacy stamp placed on the table near the number system. Please fill out all the information asked on the stamp.

Physical Therapy

Location:	KACH	Cadet Sports Medicine- Arvin Gymnasium
Hours of Operation:	0730 - 1130; 1300 - 1630; Mon, Wed, Thu 0730 - 1000; 1300 - 1630; Tues, Fri	0630 - 0900; 1300 - 1700; Mon-Fri
Telephone #:	845-938-3324 (Call clinic for Acute Injuries) 845-938-3067 (Arvin Gym)	
Services Provided	Diagnosis and rehabilitation for beneficiaries with orthopedic or sports related injuries. Services include post-operative care; electrophysiological testing; group/unit education on health, fitness, and injury prevention; and clinical research to improve patient care. Limited resources are available for initial evaluation and treatment of adult or pediatric neurological disorders, rehabilitation of uncomplicated cardiac conditions, and care for the amputee patient until a facility specializing in these areas is able to accept the patient for continual evaluation and/or treatment.	
Access Clinic by:	845-938-7992	Referral not required

Podiatry

Location:	KACH	MCHC (Cadets Only) BLDG 606
Hours of Operation:	0800-1630; Mon – Fri	0600-0630; Mon - Wed - Friday

Telephone #:	845-938-4734 845-938-6617(Brace shop)
Services Provided	Non-Operative and operative treatment of foot and ankle disorders. Diabetic foot care through prevention and treatment is also a focus. Podiatry works closely with the Brace shop in the fabrication and prescription of foot orthoses and ankle bracing techniques.
Access Clinic by:	845-938-7992 Sick Call Walk-in

Hospital Services Department

Pathology (LAB)

Location:	KACH	MCHC (Cadets Only) BLDG 606
Hours of Operation:	0830 - 1630; Mon (or 1st workday of week) 0800 - 1630; Tue – Fri (Closed Thursday 1300-1500)	0630 - 1500; Mon, Tues, Wed and Fri 0630 - 1030; Thursday
Telephone #:	845-938-4744	845-938-7804
Services Provided:	Phlebotomy Urinalysis Hematology Serology Transfusion Medicine Microbiology Clinical Chemistry Limited Anatomical Pathology Reference Lab shipping	Phlebotomy Urinalysis Hematology Limited Serology
Access by:	Most services do not require an appointment.	

Infection Control

Location:	4th floor, Rm 4C11
Hours of Operation:	0800 - 1630; Tue – Thur
Telephone #:	845-938-4726/8238/3478
Services Provided:	Functions as the Infection Control Coordinator (ICC) for all aspects of the hospital Infection Control Program. Provides a wide range of preventive and protective services for the patients and personnel of Keller, such as surveillance, prevention and control of infection control issues. Provides community and staff education.
Access by:	Most services do not require an appointment. If an appt. is needed, please use voice mail or paging system to set one up.

Radiology Services (X-Ray)

Location:	1st Floor, KACH
Hours of Operation:	0745 - 1630; Mon - Fri (normal operating hours) 24 hr coverage by in-house technician
Telephone #:	845-938-4840/4849/3611/2714
Services Provided:	Diagnostic X-Ray Ultrasound Mammography Fluoroscopic Studies Computerized Tomography (CT) MRI
Access by:	938-4840

Medical / Surgical Unit (MSU)

Location:	4th Floor, KACH
Hours of Operation:	24 hours / day; 7 days a week
Telephone #:	845-938-3004/3045
Services Provided:	Open year round, the MSU's mission is to provide quality nursing care and coordinate the services of allied health professionals in diagnosis, therapeutic intervention, prevention, and rehabilitation with the goal of returning patients to their homes and/or duty as quickly as possible. Admitting services include: internal medicine, general surgery, gynecology, pediatrics, family practice, ophthalmology, otolaryngology, cadet health services, oral surgery, orthopedics, and podiatry. The MSU also supports training of active duty personnel, Cadets, and the Reserve Component personnel.
Admissions Made by:	Physicians privileged at Keller Army Community Hospital

Same Day Surgery (SDS) and Post-Anesthesia Care Unit

Location:	3 rd Floor Keller Army Community Hospital
Hours of Operation:	Post-Anesthesia Care Unit, 0700 - 1800; Mon - Fri Same Day Surgery Unit, 0600 - 1600; Mon - Fri
Telephone #:	845-938-3613; PACU 845-938-4612
Services Provided	The Same Day Surgery Unit and the Post Anesthesia Unit are combined to provide continuity of services for patients undergoing operative procedures at KACH. The SDS Unit admits all ambulatory procedure patients, prepares them for surgery, and receives them from the PACU for Phase II recovery and discharge to home. The PACU receives patients directly from the operating rooms or surgical treatment rooms for Phase I of recovery from anesthesia. Once assessed to be stable to transition, the patients move to SDS for completion of anesthesia recovery and movement to the inpatient units or for discharge to home. Coordination with physicians and other allied

	health professionals is done to ensure that the needs of the patient and family are cared for. The SDS/PACU also supports military training of active duty personnel, cadets, and Reserve Component Personnel.
Admissions Made by:	Physicians privileged at Keller Army Community Hospital

Special Care Unit (SCU)

Location:	1 st Floor, Keller Army Community Hospital
Hours of Operation:	Open 24 hours
Telephone #:	845-938-6529/4004
Services Provided:	<p>The SCU focuses on specialized care for those patients requiring an increased level of direct observation and/or nursing care. The SCU has the responsibility to provide immediate after hours post-anesthesia care in addition to their normal inpatient mission.</p> <p>The SCU is co-located with the ER to optimize utilization of acute and critical care nursing staff, providing the best care possible to our patient population within the staffing constraints of KACH.</p> <p>The combined staff collaborates with physicians and other allied health professionals to ensure the needs and/or concerns of the inpatient / outpatient and their families are addressed and cared for. The SCU supports military training of active duty personnel, Cadets, and the Reserve Component Personnel.</p>
Admissions Made by:	Physicians credentialed at Keller Army Community Hospital

Obstetrical Unit (OBU)

Location:	3rd Floor, KACH
Hours of Operation:	24 hours / day; 7 days a week
Telephone #:	845-938-3210
Services Provided	<p>The Obstetric Unit supports the beneficiaries of the West Point Community with inpatient obstetrical or gynecological services. Open 24 hours a day, seven days a week the unit offers outstanding continuity of care from admission to discharge for our OB, GYN and newborn patients. Our inpatient services include, but are not limited to: labor and delivery, postpartum care, newborn care, surgical care for hysterectomies and general GYN surgery, the transport of high-risk mothers and babies, the evaluation of patients in labor and patients experiencing pre-term labor, and patients with pregnancy induced hypertension. Emphasis is placed on coordinating quality patient care with physicians and other allied health professionals in order to ensure all needs of the patient and family are met. The Obstetrical Unit also supports training of active duty personnel, cadets, and the reserve component.</p>
Admissions Made by:	Physicians credentialed at Keller Army Community Hospital

Administration

Information Management

Location:	2nd Floor and 4 th Floor, KACH
Hours of Operation:	0645 - 1630; Mon - Fri
Telephone #:	845-938-4833 (C, IMD) 845-938-4832 (Records Management) 845-938-3634 (Mail and Distribution) (Forms and Publications) 845-938-2349 (Automation Support) 845-938-7481 (Automation Training)
Services Provided	Records Management (internal KACH records, NOT medical records) Forms and Publications Mail and Distribution Automation Support Automation Training
Access by:	Call telephone number above to ensure assistance

Logistics

Location:	2nd Floor, KACH
Hours of Operation:	0745 - 1630; Mon - Fri
Telephone #:	845-938-2305
Services Provided	Medical benefits program for Active Duty 938 - 2785 Housekeeping support 938 - 5915 Facilities maintenance 938 - 2151/8018 Medical Maintenance Support 938 - 2335
Access by:	Call telephone number above to ensure assistance

Managed Care Division

Location:	1 st and 4th Floors, KACH
Hours of Operation:	0730 - 1630; Mon - Fri
Telephone #:	845-938-4254 (Chief, Managed Care Division) 845-938-7992 Appointment Center (800) 552-2907 Appointment Center 845-938-8282 Cancer Case Manager 845-938-4838 (Health Benefits Advisors)* 845-938-4834 Utilization/Case Manager 845-938-6469 TRICARE Operations
Services Provided	Provides MEDDAC staff and patients benefit information and advice regarding Utilization Management and TRICARE programs. Provides case management services to eligible KACH beneficiaries. Operates the appointment center.
Access by:	Call telephone number above to ensure assistance

*Located on 1st Fl
Patient Service
Center

Patient Administration

Location:	2nd Floor, KACH
Hours of Operation:	0730 - 1600; Mon - Fri
Telephone #:	845-938-3607
Services Provided	The Patient Administration Division coordinates the following activities for all patients at KACH: Admissions and Dispositions, Outpatient / Inpatient Medical Records, Medical Correspondence, Cadet Waivers, Transcription, Medical/TDRL Evaluation Boards, and National Guard / Reserve Liaison.
Access by:	Call telephone number above to ensure assistance

Personnel

Location:	2nd Floor, KACH
Hours of Operation:	0730 - 1630; Mon - Fri
Telephone #:	Military Personnel 845-938-4398/6931 Civilian Personnel 845-938-3873/6087
Services Provided	Provides military and civilian personnel services to all KACH personnel. Services include personnel management, actions, and guidance for the Commander, staff, and patients. Operates as the liaison between PERSCOM, MEDCOM, NARMC, and the West Point MILPO & CPO. Chief, Personnel serves as the American Red Cross Hospital liaison.
Access by:	Call telephone number above to ensure assistance

Medical Nutrition Therapy

Location:	2nd Floor, KACH
Hours of Operation:	0830 - 1630; Mon - Fri
Telephone #:	845-938-4717
Services Provided	The Nutrition Care Clinic, now referred to as Medical Nutrition Therapy, provides a wide variety of services in support of military members and family members. The primary focus corresponds to the KACH vision of wellness and prevention. The dietitian and diet technicians provide diet / nutrition instruction on: cholesterol, hyperlipidemia, hypertension, weight management and control of diabetes, prenatal, and food tolerance. As needed, disease specific instructions may be provided.
Appointments Made by:	845-938-7992

Resource Management

Location:	2nd Floor, KACH
Hours of Operation:	0700 - 1700; Mon - Fri
Telephone #:	845-938-6652 / 6656 / 6655 845-938-3306 (Business Office)
Services Provided	<p>Reports to the Command Group on resource matters.</p> <p>The Budget Section coordinates Working and Executive Program and Budget Advisory Committee meetings. The Budget Section routinely reviews account execution with departments to ensure goals are met. Payment of external health care bills occurs in this section.</p> <p>The Medical Expense and Performance Reporting System (MEPRS) section collects actual data relating to staffing and workload. MEPRS combines UCAPERS data with workload (from MED 302 report) to assist in determining productivity and effectiveness of the current staff.</p> <p>Questions regarding medical bills for active duty should be directed to the Business Office, 938-3306.</p>
Access by:	Call telephone number above to ensure assistance

Safety

Location:	2nd Floor, KACH
Hours of Operation:	0745 - 1630; Mon - Fri
Telephone #:	845-938-6307
Services Provided	<p>Serves as the Safety and Occupational Health Manager for the US Army Medical Department Activity (MEDDAC), Dental Activity (DENTAC), and Veterinary Service (VETSVC) at West Point. Advises the MEDDAC Commander, Deputy Commander's, clinical staff, and operating officials on safety matters affecting the military healthcare system. The Safety Manager is responsible for planning, establishing, implementing, administering, coordinating and evaluating a comprehensive 24-hour safety and occupational health program covering staff, patients, visitors, volunteers, students, and contractors. Areas of responsibility include the main hospital complex and associated MEDDAC, DENTAC, and VETSVC clinical support activities. The Safety Manager is also responsible for compliance oversight of Safety and Fire Programs at the subordinate West Point MEDDAC clinics located at Natick MA, Picatinny NJ, Tobyhanna PA, and their associated branch DENTAC and VETSVC clinics.</p>
Access by:	Call telephone number above to ensure assistance

Household Sharps - Dispose of them Safely

Turn-in procedures of used sharps at Keller Army Community Hospital

CONTAINMENT: First, contain the sharps safely in your own home. Use a puncture-proof plastic container with a tight-fitting screw top. A plastic soda bottle or bleach bottle is good. Don't use glass because it can break. Coffee cans are NOT recommended because the plastic lids come off too easily. Label the container clearly. Write

"INFECTIOUS" or "REGULATED MEDICAL WASTE" with a waterproof marker directly on the container. When the container is full, screw on the cap tightly. Seal it with heavy-duty tape to be extra-safe.

TURN-IN/DISPOSAL: There are different options for getting rid of your used sharps. If you decide to turn them in at KACH then please follow these procedures. The KACH Emergency Room will accept used sharps. If possible, please call ahead at 938-4004 to alert them that you would like to drop-off your sharps. **DO NOT** leave used sharps on the back loading dock or drop them off anywhere else in the hospital except the Emergency Room. Your Cooperation is Greatly Appreciated!

Preventive Medicine and Wellness Department

The mission of Preventive Medicine and Wellness is to maintain and improve the health and effectiveness of our community, both military and civilian, through prevention, control and rehabilitation of disease and injury. This department consists of several sections:

Community Health Nursing

Location:	Floor 3M, Building 606
Hours of Operation:	0800 - 1630; Mon - Fri
Telephone #:	845-938-2676
Services Provided	Contribute to the health and well-being of the community. Components include: Sexually Transmitted Disease and Tuberculosis Exposure Programs, Communicable Disease education and reporting, Health Consultant to Child Development Services, In-processing for Active Duty personnel, registration for TRICARE classes. If you have a request for a particular question about our programs, please call
Appointments Made by:	Call above number

Occupational Health

Location:	Floor 3M, Building 606
Hours of Operation:	0800 - 1630; Mon - Fri
Telephone #:	845-938-3055
Services Provided	Promote and maintain the highest degree of well-being in the work environment. Components include: Pre-placement physicals, work-site surveillance program, participant in the Workman's Compensation program, ensuring West Point employees are in compliance with OSHA and JCAHO guidance.
Appointments Made by:	Call above number

Environmental Health

Location:	Floor 3M, Building 606
Hours of Operation:	0800 - 1630; Mon - Fri
Telephone #:	845-938-5832
Services Provided	The Environmental Health section is committed to enhancing the health of the community by minimizing environmental hazards. Section responsibilities include, quality assurance sampling on drinking water and recreational water through bacteriological analysis, chlorine residual, and pH testing. Sanitary inspections of all food facilities, athletic facilities, barbershops, and child development centers confirm they are adhering to strict Army standards. Prevention programs survey for insect-borne, water-borne, and food-borne diseases. Inspections of hazardous and regulated medical wastes sites certify that storage, handling, and disposal procedures are appropriate.

Industrial Hygiene

Location:	Floor 3M, Building 606
Hours of Operation:	0800 - 1630; Mon - Fri
Telephone #:	845-938-5837
Services Provided	The Industrial Hygiene section anticipates, evaluates, and provides input to control hazards in the workplace to ensure a safe and healthful working environment. The staff monitors several aspects of the work environment to include noise levels, waste anesthetic gases, lead, and asbestos.
Contact us by:	Call the above number